



Program Menu | Department of the Navy

A banner for "PAYMENT SOLUTIONS" with a blue and green background. It features a collage of images including a modern glass building at night, a blue truck, and the dome of the U.S. Capitol. The words "control", "trust", and "flexibility" are overlaid in white text. On the right side of the banner, there is a partial view of a computer screen showing a software interface with various icons and text.

- Cardholder
- Approving Official
- Agency Program Coordinator

[BACK](#)

CitiDirect Training

CitiDirect AOPC Setup/Maintenance Form



CITIBANK® GOVERNMENT AGENCY/ORGANIZATION PROGRAM COORDINATOR SETUP/MAINTENANCE FORM

SECTION I

INSTRUCTIONS

- To add, delete or change Program Coordinator (PC) information, the Agency/Organization Program Coordinator (A/OPC) completes Sections I through III and signs in Section IV.
 - Indicate the **type** of request: _____ PC Setup and CitiDirect® Card Management System ID Request
_____ PC Setup but **DO NOT** issue a CitiDirect Card Management System ID
_____ PC Setup and CitiDirect Card Management System ID Request for view only
 - Indicate the **action** you are requesting: _____ Add to PC info _____ Change PC information _____ Delete PC info
(Complete entire form) (Complete Reporting Hierarchy and only the items requiring a change) _____ Add as Alternate
- PC
- Maintain a copy in the Approving Official and Agency/Organization Program Coordinator's files.
 - Fax completed form to your Client Account Manager at 904-954-7700.

SECTION II

AGENCY/ORGANIZATION PROGRAM COORDINATOR INFORMATION

The Agency/Organization shall identify below an Agency/Organization Program Coordinator (A/OPC). The Agency/Organization may also identify additional A/OPCs to handle account matters. A detailed description of the A/OPC's responsibilities may be found in the Agency/Organization Master Contract.

(1)			
First Name of A/OPC	Middle Initial	Last Name (maximum 24 characters total)	
(2)			
Business Mailing Street Address		E-mail Address	
City	State	Zip Code	Country
(3) ()		(4) ()	(5)
Business Phone		Fax Number	Verification Information

SECTION III

REPORTING PARAMETERS

Agency/Organization Name: (6) _____

Reporting Hierarchy: (7) _____

SECTION IV

(8) TERMS AND CONDITIONS (Signature required for paper submission only.)

To the best of my knowledge, the information provided on this form is true and correct and I have the authority to sign this application.

1. Signature of Agency/Organization Program Coordinator	Date
2. Signature of Agency/Organization Program Coordinator	Date

SECTION V

INTERNAL USE ONLY (This is to be completed by Citibank.)

1. Signature of Processor	Date	Form processed at Jacksonville's CS Center.
2. Signature of Services Administrator (Initial check)	Date	This setup form has all the needed information to process at the CitiDirect system.
3. Signature of authorized CitiDirect® Card Management System Representative (ID creator)	Date	The requested Login ID has been created.

CB006 1/2 Final 6/5/03

ALL fields must be completed prior to submission or the form will be returned to you.
Numbers in parentheses correspond to numbers on guide sheet on next page.

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CitiDirect® Card Management System

To log in to the CitiDirect® Card Management System you need your authorized client code.

You also need Netscape® Navigator version 4.73 (or higher) or Microsoft® Internet Explorer version 5.01 (or higher). Your browser must be capable of 128-bit SSL encryption to run this application.

Enter your CitiDirect system client code to begin the login process.

CitiDirect system client code:

start log-in process



CitiDirect® Card Management System

v3.3

*Please log in*Username: Password: [Forgot your password?](#)

Change Password - Microsoft Internet Explorer

Change Password

Use this Change Password Feature any time you have concern for the security of your password.

Username: abcd123456

Current Password:

New Password:

Confirm Password:



CitiDirect® Card Management System

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[Inbox](#) [Card Management](#) [LOA Management](#) [Hierarchy](#) [Reporting](#) [Inquiry](#) [Assistance](#)

[Current Status](#)
[Report Log](#)

CitiDirect® System

05/19/2003

CitiDirect has undergone a data archival process on transactions and statements activity. A maximum of 36 months of data is now available for inquiry through CitiDirect. This data archival feature allows better management of system performance and response as well as system resources. Future data archival will take place semi-annually in July and January of each year.

Dept of Navy/Marines

03/25/2003

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**Inbox - Current Status - Statement**

name	card ends in	type	c-end date	status
------	--------------	------	------------	--------

Currently, the system has no statements pending your approval.

[Home](#)

**Inbox - Report Log**

date created	date sent	report name	status
--------------	-----------	-------------	--------

There are no records in the Log. Please select the reports from the Reporting option.





CitiDirect® Card Management System

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- Card Management ▾
 - Account Management ▸
 - Maintenance Log
- LOA Management ▾
- Hierarchy ▾
- Reporting ▾
- Inquiry ▾
- Assistance ▾

CitiDirect® System

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CitiDirect® Card Management System

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Inbox ▾	Card Management ▾	LOA Management ▾	Hierarchy ▾	Reporting ▾	Inquiry ▾	Assistance ▾
	Account Management ▾	New Account				
	Maintenance Log	Modify Account				
		View Account				

CitiDirect® System

05/19/2003

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[What's New](#) [Help](#) [Home](#) [Logout](#)[Inbox](#) [Card Management](#) [LOA Management](#) [Hierarchy](#) [Reporting](#) [Inquiry](#) [Assistance](#)**Card Management - Account Management - New Account**

Assign New Account to Hierarchy

Business Unit: Product Type: Last Name:

model name

product type

☐ EAST UNIT

PURCHASE - Centrally Billed

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[citimanager.com](#)[Citigroup Privacy Promise](#)
[Terms, conditions, caveats, and small print](#)
Copyright© 1999 - 2003 CitigroupSECTION
MENU

Section 4.1: Card Management



QUIT



CitiDirect® Card Management

Inbox ▾ Card Management ▾

Card Management -

Assign New Account

Business Unit:

Product Type:

Last Name:

model name

☐ EAST UNIT

create

cancel

Assign Hierarchy - Microsoft Internet Explorer

Assign Hierarchy

Level 4 00062 - CNO

Level 5 00038 - USCINCPAC HQ BUSN OPS

Level 6 99436 - USPACOM ▾

previous next assign cancel

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* An asterisk indicates a required field.

demographics

Product Type:	PURCHASE - Centrally Billed		
* Last Name:			
* First Name:		Middle Initial:	
4th Line Embossing:			
Social Security Number:			
* Verification Information:			
Agency/Organization Name:	Dept of Navy/Marines		
* Address Line 1:			
Address Line 2:			
* City:		* State:	
* Business Phone:		Fax Number:	
Email:			
Card Classification:	Electronic		
* UIC:		OPT:	Transactional
Discretionary Code 2:			
Discretionary Code 3:			

controls

Hierarchy:	99436 - USPACOM	reassign
* LOA Assignment:		



* An asterisk indicates a required field.

demographics

Account Allocation - Microsoft Internet Explorer

Account Allocation

Choose LOA for:

Choose from the list of available LOAs that are not currently assigned to this cardholder.
[Click here](#) for an explanation of the LOA status indicator, which appears in the first column.

Display list by:

Assigned LOA

Create LOA

If the LOA you wish to assign does not exist, you may create it now.
Use the **Create and Assign LOA as Default** button to create the LOA and assign it to the current cardholder.

Fields Required for Navy and Marine Corps

GA	BFY/EFY	APPN	SBHD	OBJCLS	BCN	SA	AAA	TT	PAA	COSTCODE
17	20022002	1804	11T0	0000	67597	0	068892	2D	AO1111	67597200022T



CitiDirect® Card Management System

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What's New Help Home Logout

Inbox Card Management LOA Management Hierarchy Reporting Inquiry Assistance

Card Management - Account Management - New Account

* An asterisk indicates a required field.

demographics

Account Allocation - Microsoft Internet Explorer

Account Allocation

Choose LOA for: CNO

Choose from the list of available LOAs that are not currently assigned to this cardholder.
[Click here](#) for an explanation of the LOA status indicator, which appears in the first column.

Display list by: LOA

u 1720022002180411T000006759700688922DAO1111675972000470

assign as default

Assigned LOA

1720022002180411T000006759700688922DAO111167597200022T

Create LOA

If the LOA you wish to assign does not exist, you may create it now.
Use the Create and Assign LOA as Default button to create the LOA and assign it to the current cardholder.

Fields Required for Navy and Marine Corps

GA	BFY/EFY	APPN	SBHD	OBJCLS	BCN	SA	AAA	TT	PAA	COSTCODE
17	20022002	1804	11T0	0000	67597	0	068892	2D	AO1111	67597200022T

SECTION MENU

Section 4.2: Card Management

Next Screen



Account Allocation - Microsoft Internet Explorer

Account Allocation

Choose LOA for: CNO

Choose from the list of available LOAs that are not currently assigned to this cardholder.
[Click here](#) for an explanation of the LOA status indicator, which appears in the first column.

Display list by: LOA

u1720022002180411T000006759700688922DAO111167597200047Q

assign as default

Assigned LOA

1720022002180411T000006759700688922DAO111167597200022T

Create LOA

If the LOA you wish to assign does not exist, you may create it now.

Use the **Create and Assign LOA as Default** button to create the LOA and assign it to the current cardholder.

controls

Fields Required for Navy and Marine Corps

GA	BFY/EFY	APPN	SBHD	OBJCLS	BCN	SA	AAA	TT	PAA	COSTCODE
17	20022002	1804	11T0	0000	67597	0	068892	2D	AO1111	67597200022T

Required for Navy (STARS-HCM) Only

MCC

☐

Required for Marine Corps Only

FA	BESA	CAC	BRC	RON	RBC	FC
☐	☐	☐	☐	☐	☐	☐

Description: FY02Default-93156

clear all fields

create and assign LOA as default

close

demographics

Account Allocation - Microsoft Internet Explorer

Account Allocation

Choose LOA for:

Choose from the list of available LOAs that are not currently assigned to this cardholder.
[Click here](#) for an explanation of the LOA status indicator, which appears in the first column.

Display list by:

Assigned LOA

Create LOA

If the LOA you wish to assign does not exist, you may create it now.
Use the **Create and Assign LOA as Default** button to create the LOA and assign it to the current cardholder.

Fields Required for Navy and Marine Corps

GA	BFYEFY	APPN	SBHD	OBJCLS	BCN	SA	AAA	TT	PAA	COSTCODE
17	20022002	1804	11T0	0000	67597	0	068892	2D	AO1111	67597200022T

Required for Navy (STARS-HCM) Only

MCC
☐

Required for Marine Corps Only

FA BESA CAC BRC RON RBC FC
☐☐☐☐☐☐☐

Description:

controls

SECTION MENU

Section 4.2: Card Management

Navigation icons: back, forward, stop, refresh, print, etc.

QUIT

controls

Add/Modify MCC groups - Microsoft Internet Explorer

MODIFY MCC GROUPS

You can add up to 9 MCC groups.

Group Name	Action	Diversion Account
There are currently no MCC Groups assigned to this card.		

OK add modify delete cancel

10
modify

submit cancel



Name: Mary L Johnson
Product Type: PURCHASE - Centrally Billed
Creation Date: 06/15/2003

The new account information has been submitted.

close



CitiDirect® Card Management System

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[What's New](#) [Help](#) [Home](#) [Logout](#)[Inbox](#) [Card Management](#) [LOA Management](#) [Hierarchy](#) [Reporting](#) [Inquiry](#) [Assistance](#)**Card Management** [Account Management](#) [New Account](#) [Maintenance Log](#) [Modify Account](#) [View Account](#) [Assign](#) [Assign - New Account](#)Business Unit: Product Type: Last Name: [look-up](#)

model name	product type
------------	--------------

- | | |
|---------------------------------|-----------------------------|
| ☐ EAST UNIT | PURCHASE - Centrally Billed |
| ☐ Model 3 | PURCHASE - Centrally Billed |

[create](#) [cancel](#)

Last Name: First Name: Account Number:

**Card Management - Account Management - Modify Account**

Last Name: First Name:

Account Number:

account number	name	account status	product type
085160	Anthony Anderson	T2 - Closed - Return Mail	PURCHASE - Centrally Billed
084926	Eva Anderson	V9 - Closed - Company	PURCHASE - Centrally Billed
085097	James A Anderson	V9 - Closed - Company	PURCHASE - Centrally Billed
085280	James A Anderson	-- Open	PURCHASE - Centrally Billed
085222	Melodie J Anderson	V9 - Closed - Company	PURCHASE - Centrally Billed
084971	Vicki L Anderson	-- Open	PURCHASE - Centrally Billed

(1 - 6 of 6)

demographics

Product Type: **PURCHASE - Centrally Billed**

Account Status: **--- Open**

Date Status Changed:

Card Number: **XXXXXXXXXX085280**

* Last Name: **ANDERSON**

* First Name: **JAMES A**

Social Security Number: **000000000**

* Verification Information: **09/14/98**

Agency/Organization Name: **NAVY**

* Address Line 1: **123 Any Street**

Address Line 2: **Suite 300**

* City: **Anytown** * State: **CA** * ZIP: **99999**

Business Phone: **(555) 555-1414** Fax Number:

Email: **anyone@anywhere.com**

Card Classification: **Electronic**

* UIC: **N62271** OPT: **Transactional**

Discretionary Code 2:

Discretionary Code 3:

controls

Hierarchy: **93697 - FLEET FAMILY SERVICE** **reassign**

* LOA Assignment: **1720022002180-411P026006227100688922D068892622712DPCP0T** **modify**

* Billing Office Code: **93670**

Cycle/Credit Limit \$: **0**

Single Transaction Dollar Limit \$: **2500**

Number of Transactions per Cycle: **25**

Number of Transactions per Day: **5**

Convenience Check Indicator: ☐ Yes ☒ No

Cash Advance (% of Credit Limit): **0**

**Card Management - Account Management - Modify Account**

Name: JAMES A. ANDERSON
Product Type: PURCHASE - Centrally Billed
Modify Date: 06/15/2003

The modified account information has been submitted.

[close](#)[Home](#)

* UIC: N57007 OPTI: Transactional

Discretionary Code 2: Discretionary Code 3:

controls

Hierarchy: 87375 - SUGAR GROVE HOUSING

reassign

* LOA Assignment:

17200320030735606H000061463 0687322D0000004475A3HHCCST
A 17200320030735606H000061463 0687322D0000004475A3HFCC1T
A 17200320030735606H000061463 0687322D0000004475A3HHCCSQ
A 17200320030735606H000061463 0687322D0000004475A3HSCCST

modify

* Billing Office Code: 87375

Cycle/Credit Limit \$: 1000

Single Transaction Dollar Limit \$: 500

Number of Transactions per Cycle: 0

Number of Transactions per Day: 0

Convenience Check Indicator: ☐ Yes ☒ No

Cash Advance (% of Credit Limit): 0

MCC Group(s):

GSA000
GSA000A

add/modify

☐ Make this a card modelModel Name:

submit

cancel

**Card Management - Account Management - Modify Account**

* An asterisk indicates a required field.

demographics

Account Allocation

CARDHOLDER	VICKI L ANDERSON
UIC	N57007
ACCOUNT NUMBER	XXXXXXXXXX084971

Choose Unassigned LOA for:

Choose from the list of available LOAs that are not currently assigned to this cardholder.
[Click here](#) for an explanation of the LOA status indicator, which appears in the first column.

Display list by: **Choose Assigned LOA**

Choose from the list of assigned LOAs. [Click here](#) for an explanation of the LOA status indicator, which appears in the first column.

Display list by:

controls

Create LOA

If the LOA you wish to assign does not exist, you may create it now.
Create and Assign LOA as Alternate button and Create and Assign LOA as Default



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	Account Management ▾	New Account				
	Maintenance Log	Modify Account				
		View Account				

CitiDirect® System

05/19/2003

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Dept of Navy/Marines

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search

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Horne



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[What's New](#) [Help](#) [Home](#) [Logout](#)[Inbox](#) [Card Management](#) [LOA Management](#) [Hierarchy](#) [Reporting](#) [Inquiry](#) [Assistance](#)**Card Management - Account Management - View Account**

* An asterisk indicates a required field.

demographics

Product Type: PURCHASE - Centrally Billed

Account Status: -- Open

Date Status Changed:

Card Number: xxxxxxxxxx049566

* Last Name: Underwood

* First Name: John

Social Security Number: 999999999

* Verification Information: 0900

Agency/Organization Name: Operations Manager

* Address Line 1: 123 Any Street

Address Line 2: Suite 100

* City: Anytown * State: WA * ZIP: 99999

Business Phone: (555) 555-1414 Fax Number: (555) 555-1414

Email: anyone@anywhere.com

Card Classification: Electronic

* UIC: 012345 OPT: Transactional

Discretionary Code 2:

Discretionary Code 3:

controls

Hierarchy: 89338 - MWR NS [reassign](#)



CitiDirect® Card Management System

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**Card Management - Maintenance Log**

* An asterisk indicates a required field.

Account Number: Last Name: First Name: * Start Date: (MM/DD/YYYY)* End Date: (MM/DD/YYYY)Field Description: [Home](#)

**Card Management - Maintenance Log**

* An asterisk indicates a required field.

Account Number: Last Name: First Name: * Start Date: (MM/DD/YYYY)* End Date: (MM/DD/YYYY)Field Description:

account number	name	date	chg field	to
xxxxxxxx023892	BILLY J AANENSON	06/15/2003	Discretionary Code1	N57007
xxxxxxxx026046	JOHN K BERRIDGE	06/12/2003	Account Status	V9 - Closed - Company
xxxxxxxx026046	JOHN K BERRIDGE	06/12/2003	Discretionary Code1	N69190
NEW	Mary L Johnson	06/15/2003	Address Line 1	123 Any Street
xxxxxxxx023910	SHARON STEVENS	06/15/2003	Account Status	T1 - Closed - Terminated Employment
xxxxxxxx023910	SHARON STEVENS	06/15/2003	Discretionary Code1	N47039

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CitiDirect® Card Management

Inbox ▾ Card Management ▾ LOA

Card Management - Main

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* An asterisk indicates a required field.

Account Number: Last Name: * Start Date: Field Description:

account number	name
----------------	------

xxxxxxxxxx023892	BILLY J AANENSON
------------------	------------------

xxxxxxxxxx026046	JOHN K BERRIDGE
------------------	-----------------

xxxxxxxxxx026046	JOHN K BERRIDGE
------------------	-----------------

NEW	Mary L Johnson
-----	----------------

xxxxxxxxxx023910	SHARON STEVENS
------------------	----------------

xxxxxxxxxx023910	SHARON STEVENS
------------------	----------------

Maintenance Log Details - Microsoft Internet Explorer

Maintenance Log Details

Card Ends In: xxxxxxxxxxxx023892

Name: BILLY J AANENSON

Requested Date: 06/15/2003

Account Status: -- Open

Changed by: CITIBANK

Field Name: Discretionary Code1

From Value: N57007T

To Value: N57007

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[What's New](#) [Help](#) [Home](#) [Logout](#)[Inbox](#) [Card Management](#) [LOA Management](#) [Hierarchy](#) [Reporting](#) [Inquiry](#) [Assistance](#)**LOA Management - LOA Maintenance - LOA**Choose business unit to view LOAs for: Choose an existing LOA: Display list by: The first position of the LOA is the LOA status indicator. [Click here](#) for an explanation.Description:

Fields Required for Navy and Marine Corps

GA	BFY/EFY	APPN	SBHD	OBJCLS	BCN	SA	AAA	TT	PAA	COSTCODE
17	20012001	1804	11CP	0000	00038	0	045924	2D	000000	123456789

Required for Navy (STARS-HCM) Only

MCC

Required for Marine Corps Only

FA BESA CAC BRC RON RBC FC

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LOA Management - LOA Maintenance - LOA

Choose business unit to view LOAs for:

Choose an existing LOA: Display list by:

The first position of the LOA is the LOA status indicator. [Click here](#) for an explanation.

Description:

Fields Required for Navy and Marine Corps

GA	BFY/EFY	APPN	SBHD	OBJCLS	BCN	SA	AAA	TT	PAA	COSTCODE
17	20012001	1804	11CP	0000	00038	0	045924	2D	000000	ABCDEF

Required for Navy (STARS-HCM) Only

MCC

Required for Marine Corps Only

FA	BESA	CAC	BRC	RON	RBC	FC

-
-
-
-

**LOA Management - LOA Maintenance - LOA**Choose business unit to view LOAs for: Choose an existing LOA: Display list by: The first position of the LOA is the LOA status indicator. [Click here](#) for an explanation.Description:

Fields Required for Navy and Marine Corps

GA	BFY/EFY	APPN	SBHD	OBJCLS	BCN	SA	AAA	TT	P
17	20012001	1804	11CP	0000	00038	0	045924	2D	C

Required for Navy (STARS-HCM) Only

MCC

☐

Required for Marine Corps

FA BESA CAC BRC RON RBC FC

☐ ☐ ☐ ☐ ☐ ☐

Microsoft Internet Explorer



The following LOA has been created:
LOA: 1720012001180411CP00000003800459242D000000A8CDEF
Desc: Computer Supplies

**LOA Management - LOA Maintenance - LOA**Choose business unit to view LOAs for: Choose an existing LOA: Display list by: The first position of the LOA is the LOA status indicator. [Click here](#) for an explanation.Description:

Fields Required for Navy and Marine Corps

GA	BFY/EFY	APPN	SBHD	OBJCLS	BCN	SA
17	20022002	1804	11T0	0000	67597	0

Required for Navy (STARS-HCM) Only

MCC

☐

Microsoft Internet Explorer



The LOA you want to delete is currently assigned to cardholder(s).
Deleting the LOA will make the LOA unavailable to cardholders for future use.

Are you sure you want to delete the selected LOA?

**CitiDirect® System**

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**Hierarchy - View**

Key in levels and search or click hierarchy link to list and select:

Processor Hierarchy: 01700 00017 00011 00002 ☐ Numeric Sort ☒ Alpha Sort

☒ 00002 - CNO

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**Hierarchy - View**

Key in levels and search or click hierarchy link to list and select:

Processor Hierarchy: 01700 00017 00011 00002 ☐ Numeric Sort ☒ Alpha Sort

☒ [00002 - CNO](#)

☐ [00038 - USCINCPAC HQ BUSN OPS](#)

☐ [99436 - USPACOM](#)



CitiDirect® Card Management System

[Inbox](#) ▾ [Card Management](#) ▾ [LOA Management](#)**Hierarchy - View**

Key in levels and search or click hierarchy list

Processor Hierarchy: 01700 00017 00011 00002

- ☒ 00002 - CNO
- ☐ 00038 - USCINCPAC HQ BUSH
- ☐ 99436 - USPACOM

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Business Unit Detail - Microsoft Internet Explorer

Business Unit Contact

* An asterisk indicates a required field.

Unit Number: 00002

* Unit Name:

* First Name:

* Last Name:

Email Address:

* Address Line 1:

Address Line 2:

* City:

* State:

* Zip Code:

Country:

Business Phone:

Fax:

[submit](#) [cancel](#)



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Hierarchy - Vie

Key in levels and sear

Processor Hierarchy: C

☐ 00062 - C☐ 000

create sub-unit

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Microsoft Internet Explorer

Accounts for 99436 - USPACOM Product Type: PURCHASE - Centrally Billed

Search By: Last Name First Name Account Status

Account Number

Account Number	Name	City	State	Account Status	Date Status Changed
☒ xxxxxxxxxxx015367	USPACOM	Anytown	Hawaii	-- Open	12/06/2001
☐ xxxxxxxxxxx055878	JOHN X JONES	Anytown	Hawaii	-- Open	05/30/2001
☐ xxxxxxxxxxx074625	JILL REED	Anytown	Hawaii	-- Open	

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05/19/2003

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Dept of Navy/Marines

03/25/2003

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Reporting - Reports

number	name
CD100	Account Activity Report
CD100T	Account Activity Text File
CD710	Account Renewal Report
CD1125	Airline Credit Report
CD1125T	Airline Credit Text File
CD1700	Budget Exchange Rate Calculation Report
CD1700T	Budget Exchange Rate Calculation Text File
CD200	Card Delinquency Report
CD200T	Card Delinquency Text File
CD300T	Current Account Report
CD220	Declined Authorizations Report
CD400	Invoice
CD1600	Invoice Status Report
CD500T	Master File
CD700	Pre-Suspension / Pre-Cancellation
CD1110	Quarterly Vendor Report
CD1110T	Quarterly Vendor Text File
CD800	Statement of Account
CD1500	Statement of Account - Memo
CD900	Statistical Summary Report
CD900T	Statistical Summary Text File
CD1000	Summary Quarterly Merchant Report
CD1000T	Summary Quarterly Merchant Text File
CD1100	Summary Quarterly Vendor Analysis Report
CD1200	Summary Quarterly Vendor Ranking Report
CD1300	Suspension / Cancellation Report
CD1400	Transaction Dispute Report
CD1400T	Transaction Dispute Text File
CD720	Write Off Report

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QUIT

**Reporting - Reports****Summary Quarterly Merchant Report**

report option	current set value
Date Range	Posted date for Statement cycle: March 2003
Hierarchy *	Processor Hierarchy, Lvl:4, Units: 00062 - CNO

* Note: You can run reports from any level of the hierarchy. The higher in the hierarchy, and the larger the database, the longer the period of time required to produce the report. Requesting a high level report can potentially impact the overall performance of the system for all users. Please run reports only when necessary, and at the lowest possible level in the hierarchy.

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Reporting - Reports

Summary Quarterly Merchant

report option	current setting
Date Range	Posted date filter
Hierarchy *	Processor Hierarchy

* Note: You can run reports from any level of the hierarchy. The minimum period of time required to produce the report. Required for all users. Please run reports only when not in a production environment.

submit

cancel

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Report Options - Microsoft Internet Explorer

Date Range

Reporting Period:

Cycle:

Start Date:

End Date:

OK cancel

**Summary Quarterly Merchant**

report option	current set va
Date Range	Posted date for St
Hierarchy *	Processor Hierarch

* Note: You can run reports from any level of the hierarc
period of time required to produce the report. Requestir
system for all users. Please run reports only when neces

Report Option - Microsoft Internet Explorer

Hierarchy

StartLevel

5

Units At This Level:

- 00038 - USCINCPAC HQ BUSN OPS
- 00043 - COMUSNAVCENT
- 00066 - US JOINT FORCES COMMAND
- 00124 - NAV WAR COLL CONTRACT OF
- 00171 - BUSINESS MANAGER OFFICE
- 00181 - DON COE DMHA
- 00192 - HQ JTF FA J 4

**Reporting - Reports****Summary Quarterly Me**report option **curr**

Date Range Post

Hierarchy * Proc

* Note: You can run reports from any level
period of time required to produce the report
system for all users. Please run reports only

submit

cancel

Report Status Information - Microsoft Internet Explorer pr...

Confirmation

Your report has been submitted.
Please check your Inbox-Report Log for the Status of the Report.

OK



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Inbox - Report Log

date created	date sent	report name	status
☐ 06/16/2003	06/16/2003	Account Activity Report	download
☐ 06/16/2003	06/16/2003	Summary Quarterly Merchant Report	In queue
delete selected		delete all	



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**Inquiry - Statement - Look up Statement**

+ A plus sign indicates at least one of these fields should have valid search criteria entered.

cycle: + last name: + account number: status: + first name: + SDN:



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[What's New](#) [Help](#) [Home](#) [Logout](#)[Inbox](#) [Card Management](#) [LOA Management](#) [Hierarchy](#) [Reporting](#) [Inquiry](#) [Assistance](#)**Inquiry - Statement - Look up Statement**

+ A plus sign indicates at least one of these fields should have valid search criteria entered.

cycle: + last name: + account number: status: + first name: + SDN: **RESULTS**

account number	cycle	name	status	SDN
079223	12/21/2002 - 01/21/2003	JANE BROWN	New	N0003803CCMMMTP
025243	12/21/2002 - 01/21/2003	MARY JENKS	New	Multiple SDNs
082769	12/21/2002 - 01/21/2003	CARL JONES	New	N0003803CCMMMTP
043728	12/21/2002 - 01/21/2003	JOHN ROBERTS	New	Multiple SDNs
053502	12/21/2002 - 01/21/2003	JACK STERN	New	N0003803CCMMMTP

(1 - 5 of 5)

**Inquiry - Statement - Cardholder Memo Statement**

Cardholder JANE BROWN [read notes](#)
Account Number xxxxxxxxxxx079223 Statement Period 12/21/2002 - 01/21/2003
Product Type PURCHASE - Centrally Billed Statement Status New
Statement Total \$ 0.00 (excluding \$ 1,520.00 in dispute)

post date	tran date	merchant	amount	SDN	status	note	rec ind
01/02/2003	12/30/2002	BUSINESS SUPPLIER	\$ 1,520.00	N0003803CCMMMP	Disputed		☒

[dispute](#)[print Statement](#)[close](#)

citigroup
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Inbox ▾ Card Manager
Inquiry - Statement

Cardholder
Account Number
Product Type
Statement Total

post date	tran date
01/02/2003	12/30/2002

[dispute](#) [print Statement](#)

Merchant Detail - Microsoft Internet Explorer

Merchant Detail

MERCHANT	BUSINESS SUPPLIER
ADDRESS	LEXINGTON, Kentucky 000000000 United States of America
MCC Code:	9399
Tax ID:	
1099 Reportable:	no
Expense Type:	Government Services-Not Elsewhere Classified

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Inquiry - Statement

Cardholder
Account Number
Product Type
Statement Total

post date tran date
01/02/2003 12/30/2002

dispute

print State

Transaction Detail - Microsoft Internet Explorer

Transaction Detail

CARDHOLDER JANE BROWN
ACCOUNT xxxxxxxxxxxx079223
BILL ACCOUNT xxxxxxxxxxxx018864
REFERENCE NUMBER 67417792365023650080673

[read notes](#)

Post Date 01/02/2003 Tran Total \$ 1,520.00
Tran Date 12/30/2002 Original Amount \$ 1,520.00
Tran Code 3001 Settlement Amount \$ 1,520.00
Merchant BUSINESS SUPPLIER Conversion Rate N/A
SDN N0003803CCMMMP Conversion Date N/A
Tran Detail ID
Tran Detail Descript

Line Items

item	discount	total tax	total vat	total
transaction detail description				
GENERAL TRANSACTION	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,520.00

Transaction Allocations

description	total	allocation
sdn		transaction detail description
reset due to withheld dispute	\$ 1,520.00	1720032003180411C:P00000003800459242D0000 0000000000000000
N0003803CCMMMP		

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CitiDirect® Card Management

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Cardholder JANE BROWN
Account Number >>>>>>>>>>>>07
Product Type PURCHASE
Statement Total \$ 0.00 (exclu

post date	tran date	mercha
01/02/2003	12/30/2002	BUSINES

[dispute](#)[print Statement](#)

Microsoft Internet Explorer

Note

CARDHOLDER JANE BROWN
ACCOUNT NUMBER >>>>>>>>>>>>079223
STATEMENT PERIOD 12/21/2002 - 01/21/2003

The following notes pertain to this transaction:

I did not purchase this product.

close



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Cardholder JANE BROWN [read notes](#)
Account Number xxxxxxxxxxx079223
Product Type PURCHASE - Centrally Billed
Statement Period 12/21/2002 - 01/21/2003
Statement Status New
Statement Total \$ 0.00 (excluding \$ 1,520.00 in dispute)

post date	tran date	merchant	amount	SDN	status	note	rec ind
01/02/2003	12/30/2002	BUSINESS SUPPLIER	\$ 1,520.00	N0003803CCMMTP	Disputed		☒

[dispute](#)[print Statement](#)[close](#)[Home](#)



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**Inquiry - Transaction - Look up Transaction**

* An asterisk indicates a required field.

+ A plus sign indicates at least one of these fields should have valid search criteria entered.

+ Account Number: * Date: (MM/DD/YYYY)+ Merchant: Amount: Transaction Code: + Last Name: * Date To: (MM/DD/YYYY)+ SDN: Amount To: Disputed: ☐[Home](#)

**Inquiry - Transaction - Look up Transaction**

* An asterisk indicates a required field.

+ A plus sign indicates at least one of these fields should have valid search criteria entered.

+ Account Number:		+ Last Name:	BR
* Date:	12/21/2002 (MM/DD/YYYY)	* Date To:	01/21/2003 (MM/DD/YYYY)
+ Merchant:		+ SDN:	
Amount:	1000	Amount To:	2000
Transaction Code:		Disputed:	☐
search			

RESULTS

account number	date	name	merchant	amount	tran code	SDN
xxxxxxxxxx079223	12/30/2002	JANE BROWN	<u>BUSINESS SUPPLIER</u>	\$ <u>1,520.00</u>	3001	N0003803CCMMMTP

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**Inquiry - Dispute Log - Look up Dispute Log**

* An asterisk indicates a required field.

Account Number: Last Name: ☒ post date ☐ dispute date* From Date: (MM/DD/YYYY)Hierarchy Unit:

88434 US

Status:

All

First Name: * To Date:

01/21/2002

(MM/DD/YYYY)

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* An asterisk indicates a required field.

Account Number: Last Name: ☒ post date ☐ dispute date* From Date: (MM/DD/YYYY)Hierarchy Unit: Status: First Name: * To Date: (MM/DD/YYYY)

RESULTS

post date	cardholder name	reference number	dispute date	dispute reason
trans date	merchant name	amount	dispute status	date resolved
01/02/2003	JANE BROWN	67417792365023650080673	05/18/2003	Unauth Tran
12/30/2002	BUSINESS SUPPLIER	\$ 1,520.00	Submitted	

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[CitiDirect AQPC Quick Reference Card](#)[CitiDirect Cardholder Quick Reference Card](#)[CitiDirect System User Guide](#)

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